

Commonwealth Service Desk



*“Your single
point of contact”*



(502) 564-7576
<http://technology.ky.gov>

BUSINESS HOURS

Monday - Friday
6:30 AM – 6:00 PM

Saturday
7:30 AM – 1:00 PM

24x7 Phone support:
(502) 564-7576

Toll free number:
(800) 372-7434

Email:
ServiceCorrespondence@ky.gov

Emergency After hours:
(502) 564-7576

E-mails are processed only during regular business hours. Those submitted after hours will be processed the following business day.

Contact us today to find out how we may assist you.

HOW TO CONTACT US

Email

Send an email to
CommonwealthServiceDesk@ky.gov

Include a subject in the subject line, the end user name, phone number, physical location, and description of the problem.

Phone

Call (502) 564-7576. Be prepared to supply the same information as above.

Self Service

If you are an Active Directory user, you can use our self-service portal at <http://kyeasitsm02/>.

Click on the ITSM Self-Service link on the left. You will automatically be logged in to enter your ticket information.

To check your ticket status

Send an email to ServiceCorrespondence@ky.gov or call (502) 564-7576. You must include your ticket number.



Technology Enabled Business Solutions For 21st Century Government

WHY USE THE SERVICE DESK

- Single point of contact
- Quality Customer Service
- Convenient
- Efficient
- Effective
- Responsive
- Accountable
- 24 x 7 Phone Support
- Incident and Change Ticket Reporting

SERVICES PROVIDED

- Tracking of service requests, incidents, changes, and problems in our ITSM ticket tracking tool.
- Password Resets (Active Directory, Mainframe, Voice Mail, GOTSsource, ClickHR, and others).
- Creation of new Active Directory, Email, Entrust, and VPN accounts.
- Mainframe support.
- Desktop, telephony and network troubleshooting.
- Special project support on an as-need-basis.

WHO WE ARE

The Service Desk provides assistance and support for all statewide customers who use the Commonwealth of Kentucky's IT infrastructure shared services.

The Service Desk provides a centralized calling center environment that handles an average of 3,500 calls and 3,000 e-mails per month.

CSD is staffed with Information Technology Infrastructure Library (ITIL) trained Service Desk Analysts who assist with support for services such as enterprise e-mail, local and wide area network connectivity, KY Information Highway (KIH), servers (mainframe, Win-tel, UNIX) and related applications and Internet issues.

All Service Desk Analysts provide quality service within a timely manner by entering all reported issues and requests into the ITSM ticket tracking system following ITIL best practices.

Customers will always receive an e-mail notification with the ticket number for their request and will be able to contact the Commonwealth Service Desk with the ticket number to obtain a status. All requests are tracked and monitored to ensure timely resolution.

Performance metrics are generated so we may better serve our customers.

Customer service *is our first priority*